



Developing Professional Assertiveness & Confidence

The Key to Improved Confidence, Credibility & Assertiveness at Work

LIVE ONLINE TRAINING

20 - 28 March 2024 | 18 - 26 June 2024



Live Digital

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Course Information

Live Online Training

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| March 2024 | Part 1 | 20 March | Part 2 | 21 March | Part 3 | 27 March | Part 4 | 28 March | 1.30pm - 4pm AEST | June 2024 | Part 1 | 18 June | Part 2 | 19 June | Part 3 | 25 June | Part 4 | 26 June | 1.30pm - 4pm AEST |
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Key Learning Objectives

- Learn to identify and manage different types of business behaviour
- Benefit from an in-depth personal assertiveness assessment
- Discover how to enhance self confidence, self esteem, and self belief
- Recognise techniques for maintaining composure and credibility
- Develop critical skills to handle criticism, anger, negativity and confrontation
- How to overcome confidence breakers in the workplace
- Identify the differences between assertiveness, confidence, influence and power
- Develop the skills to make you a more confident, credible and assertive communicator

Who Will Benefit

Anyone interested in developing or improving assertive communication skills for professionals to enhance their composure and personal profile at work, and become more confident and effective in their interactions with those they work with; at all levels of the organisation.

About the Course

Your ability to communicate your ideas, get your point across, lead your teams or simply maintain professional credibility can mean the difference between success and failure.

Competition is fierce in the business world and if you can have more and better professional tools, know how and when to use them, you will enhance both your career satisfaction and prospects. That is precisely what this professional assertiveness course is designed to do.

This professional assertiveness training will provide the tools needed to improve performance in areas of: self belief; self-confidence; communicating; business language; listening; questioning; dealing with difficult people; influence; persuasion; professional presence; personal power; and more.

The focus of this course is on practical outcomes rather than academic learning by showing you how to be professionally assertive in different scenarios. It also includes self-evaluation, group discussion, practical activities, practice techniques, checklists and action plans designed to facilitate change-oriented learning, for effective and immediate integration and application in your professional life.



"Extremely good in terms of refreshing and reinforcing existing knowledge and introducing some needed theory/ methodology in handling difficult situations."

Senior Manager – Sustainable Development and Environment, BHP Billiton Nickel West

"The tools provided have helped me understand different behaviour and personalities which will stand in good stead while dealing with colleagues/ clients and family and friends."

Technical Manager, Trelleborg Engg. Syst.

Meet Your Course Director



Andrew Lee

Passionate about people, curious about behaviour, Andrew Lee has extensive experience of over 30 years as a management consultant, trainer, facilitator and coach throughout Australia, New Zealand and South East Asia, with a great deal of expertise in adult learning approaches.

After early employment in construction and mining, Andrews's career interests led him to Europe where he worked in the Entertainment and Hospitality industries, and explored the art of stone masonry as an apprentice in France and then to China where he worked at the Red Cross Hospital as a Doctor of Traditional Chinese Medicine. He then returned to Australia to study.

During study and a period teaching computer skills and working as a volunteer with unemployed youth, in 1991, Andrew made the transition into corporate training and since then has facilitated a diverse range of behavioural and attitudinal trainings throughout South East Asia, Australasia and the Middle East, while continually educating himself and building his knowledge base. Andrew's near obsession with quantifiable results and learning transfer, along with his experience with diverse cultures and people with varying educational backgrounds, has led him to develop a pragmatic training style that produces measurable and sustainable results.

Andrew now works internationally as a keynote speaker, facilitator and coach. His unique ability to engage with audiences from all walks of life and present a message that cuts to the core of the issue at hand leaves his audiences inspired, thoughtful and entertained.

Andrew's familiarity with technical thinking has enabled him to create a niche in assisting technically trained professionals make the move into management and leadership roles - translating complex theory into easily understood examples and stories inspires his audiences to take a fresh look at the problems they may be confronted with.

Course Outline

THE CONTEXT OF PERSONAL-SELF ANALYSIS

Establishing where you could benefit from increased confidence

- Identifying personal objectives and outcomes
- Identifying key scenarios in which you would like to develop greater confidence and assertiveness
- Identifying personal barriers to success
- What aspects of your behaviour/communication should you change?

Enhancing self-esteem, self belief & self image

- Being authentic to yourself
- Overcoming self-imposed barriers and limitations
- Understanding how your values and beliefs affect your performance
- Recognising the impact of self-talk
- Changing from negative to positive thinking
- Conquering fear, anxiety and anger
- Practical steps to increasing your self-confidence
- Turning your intentions into actions
- Enhancing and building an energised self-belief
- Building a confident and assertive behaviour style

Professional presence & personal power

- Understanding the power of first and lasting impressions
- Utilising professional image as a communication tool
- The importance of being congruent – ensuring your verbal and non-verbal communication projects confidence, credibility and assertiveness
- Harnessing your resources to increase your professional presence

Course Outline

THE CONTEXT OF THE WORKPLACE

Communicating with confidence & assertiveness

- What actually is communication?
- Assessing your own communication style
- Recognising the communication styles in your organisation
- Assessing your natural communication strengths
- Making sure people receive your intended message
- Understanding how others influence and change our behaviour
- Positive language patterns
- Assertive language, effective voice, active listening, powerful questioning
- Developing confident body language
- Looking, sounding and speaking with greater confidence
- Addressing emotions in the workplace
- How to say 'no' assertively and without losing your job or your friends!

Effective business & professional conversations

- Developing convincing business dialogue
- Knowing your rights
- Promoting your leadership strengths
- Projecting confidence in challenging situations
- Reviews
- Meetings
- Presentations
- Networking

Developing your assertiveness skills

- Key principles of assertiveness
- Differentiating between assertiveness and aggression
- Understanding negotiation skills
- Making effective decisions
- Powerful conversations
- Increasing your influence and persuasion skills

Assertiveness & aggression at work

- Defining assertiveness and aggression
- Why are some people "assertive" when others are considered "aggressive"
- The key differences in a business context
- What is and is not acceptable in the workplace
- Being assertive without being aggressive
- Techniques for effective assertive communication
- Getting your views, ideas and objectives across in an assertive way
- Understanding the principles of influence and persuasion

Dealing with difficult behaviour & situations

- What defines difficult characteristics/behaviour?
- Understanding emotions and feelings and why these differ between peers
- Facing and controlling fear and negative emotions

- Understanding why certain people and situations drain your energy and effectiveness, and strategies for overcoming this
- Recognising and dealing with intimidation and criticism confidently
- Direct and constructive feedback – giving and receiving
- Preparing effective solutions for difficult situations
- Moving from the negative to the positive, satisfying both parties
- Employing key principles of conflict resolution
- Negotiating a win-win solution to a variety of challenges

THE CONTEXT OF THE BUSINESS ARENA

Understanding the business & professional context

- How business objectives impact you
- Understanding your personal behavioural style and how you relate to others
- Understanding different behavioural models
- What causes people to behave the way they do in a range of professional contexts
- How behaviour from clients, customers and colleagues causes us to react in different ways

- How conditioning and beliefs affect our behaviour in certain scenarios
- How to use this information to change your attitude and behaviour from tomorrow

LEARNING TRANSFER: TAKING WHAT YOU'VE LEARNT BACK TO THE WORKPLACE

Developing your personal action plan for professional confidence & assertiveness

- How will you use the techniques and principles professionally?
- Identifying key issues and challenges
- Rehearsing success and increasing confidence
- Deciding how, when and where to take action
- Establishing plans for your long term personal and professional development
- Your immediate plan of action starting the day you get back to work

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Easy Ways to Register



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Academy

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Our comprehensive range of courses and programmes are tailored to meet the needs of all professionals, from aspiring specialists to seasoned experts. We partner with elite academic organisations and industry leaders with unmatched expertise in their respective fields to deliver an exceptional learning experience.

ON-SITE & CUSTOMISED TRAINING

Informa Connect Academy has a long-standing track record of delivering very successful customised learning solutions achieving real and measurable value for our clients through our senior training consultants. If you have 8+ interested people, an on-site course can be the ideal solution – giving you the opportunity to customise our course content to your specific training needs, as well as attracting significant savings compared to public course costs.

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- 3. On-site training** is a cost effective way to train your people and achieve your defined outcomes.

Speak with **Sushil Kunwar** on **+61 (2) 9080 4370** to discuss your customised learning solution, or email inhouse@informa.com.au



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